

# Horizontal Hostility In The Workplace

Do Nurses Eat Their Young?

Presenter

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# Objective

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- For participants to be able to understand and recognize horizontal hostility. To be able to avoid being a victim, a silent witness, or even being guilty of perpetuating horizontal hostility.

# Individual Activity

- Questionnaire



# Horizontal Hostility

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- A variety of unkind, discourteous, antagonistic interactions that occur between persons at the same organizational hierarchy level. (Alspach, 2007)

# Horizontal Hostility

- 3 Elements that are common to laws regarding racial and sexual harassment
  - Effect on recipient
  - Negative effect on victim
  - Bullying behavior must be consistent



# Two Different Types

- Overt
- Covert



# Nurses View on HH

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- Minimize it
- Prevalence: internationally and in the U.S.
- “Of all types of aggression nurses experience, peer to peer hostility is the most harmful.” (Farrell, 1999)

# Current Situation

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- How does it affect horizontal hostility?
  - Lifestyle
  - Emotional state
  - Personality Type
  - Work environment
  - Work complexity



# Impact on the Nurse

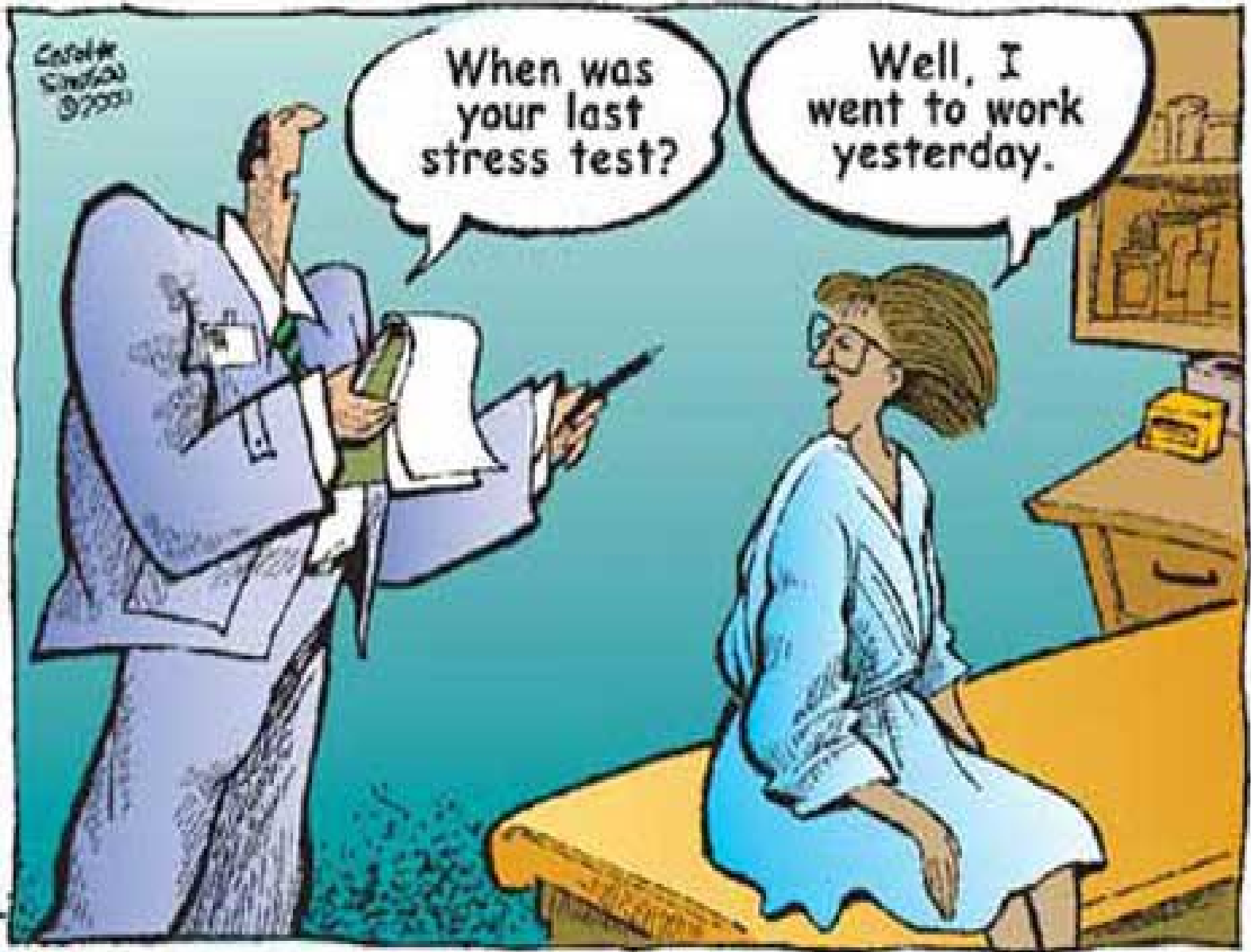
- 4 main areas
  - Psychological
  - Physical
  - Emotional
  - Social



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When was  
your last  
stress test?

Well, I  
went to work  
yesterday.



# Psychological

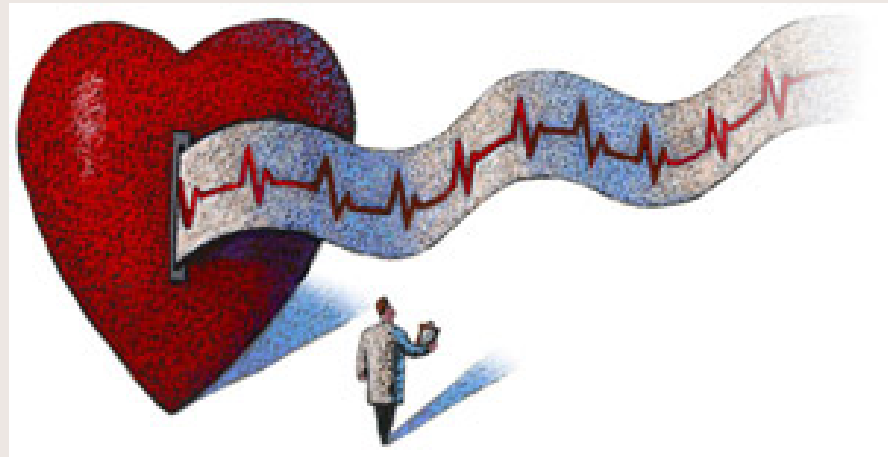
- PTSD
- Burnout
- Maladaptive responses



*"Frank just up and exploded.  
I hope I never get that burned  
out."*

# Physical

- Decreased immune response
- Increase in stress related diseases
- Cardiac arrhythmias



# Emotional

- Mood Changes
- Self-Esteem
- Lack of Motivation
- Depression



# Social

- Relationships affected
- Lack of Support





# Impact on Nursing Profession

- Patient Care
- Employee Satisfaction
- Turnover
- Cost to Facilities



# Prevention

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- How do we prevent poor outcomes in our facility?
  - Awareness
  - Communication
  - Develop an Action Plan



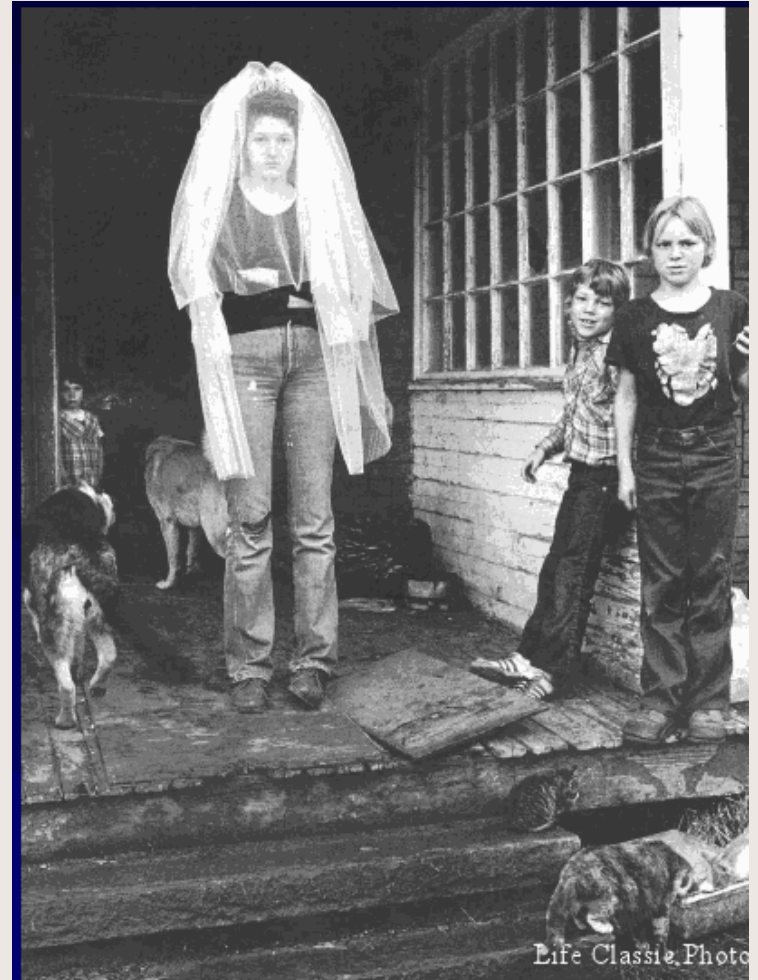
# Awareness

- What do you see?



# Awareness

- We sometimes need to be aware of the bigger picture!



Life Classic Photo

# Communication

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- Questionnaires
- Education
- Philosophy
- Role Modeling
- Mentoring

# Action Plan

- Leadership
- New Nurses
- Staff



# Decreasing Horizontal Hostility

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- How does it thrive
- Organizational level
- Nurses level

# Individual Activity

- Repeat Questionnaire



